

911 Service System Advisory Committee Meeting

August 14, 2024

Meeting convenes at 1:00 p.m. at
PSC Hearing Room
1200 N Street 300 the Atrium
Lincoln, NE 68509

Minutes

Meeting called to order – Statement regarding Open Meetings Act (*in the room, and posted on the PSC website*) by Chair Muldoon at 1259

Introduction of New Members – Tony Kosiba, Mark Rempe, Matt Watson, and John Zaugg.

Roll Call – As follows Allen – present, Holzerland – present, Kosiba – present, Loos – present, Lottman – present, Miller – present, Muldoon – present, Rempe – present, Rosenlund – present, Shearer – present, Thompson – present, Watson – present, Zarybnicky – present, Zaugg – present, Sankey – present, and Collett – present. All 14 voting members present.

Elections – Chair and Vice Chair

Nomination for Muldoon as Chair by Loos, seconded by Zarybnicky. All in favor aye, opposed – none.

Nomination for Loos as Vice Chair by Miller, seconded by Shearer. All in favor aye, opposed – none.

Consideration of meeting minutes: Minutes of the May 8, 2024, meeting with no additions, corrections, or deletions roll call vote as follows Allen – yes, Holzerland – yes, Kosiba – yes, Loos – yes, Lottman – yes, Miller – yes, Muldoon – yes, Rempe – yes, Rosenlund – yes, Shearer – yes, Thompson – yes, Watson – yes, Zarybnicky – yes, and Zaugg – yes. Results 14 yes, motion carries.

Old Business –

- Updates – Dave Sankey
 - Regionalization – All PSAPs are now connected to a region except for Thurston County. They are in the process of getting some equipment upgrades to join the NE region and the NG system.
 - NG 911 Deployment – Thurston County is the last PSAP to be connected. Right now, we have 99.5% of the population and geography of the state served by the NG 911 System. The ESINet, geospatial routing, i3, and text to 911 map were shown. The areas in blue show the PSAPs that are MSRP, the areas in green are the PSAPs that are testing right now. The NE region are waiting for CPE upgrades so they will be MSRP as well.

- OSP Migration – There are 27% that are pending circuits, 14% are testing with PSAPs, 8% still waiting, and 43% are already connected with PSAPs with calls delivered to points of interconnect.

- 911 Outage Investigation Updates – There have been several disruptions. August 30, 2023, Lumen/Intrado had a cut in Minnesota. Then on August 31, 2023, another cut took down their secondary part of the system and they could no longer deliver calls to Nebraska. With that investigation we are waiting on the final report to come in during the next couple of weeks so we can move on to the next steps in the process.

Windstream outage caused by water damage that in turn started a fire that caused the loss of 911 for several PSAPs. The hearing is in two weeks, and we are following the process for that. April 2024 outage caused by fiber cut that effected 911 in SD, NE, and Las Vegas. On July 9th network carriers were not able to get through on 911 due to Hurricane Beryl.

- Rapid SOS Unite Update – James Almond – Explanation for new committee members on what Rapid SOS is and how it works. The contract for subscription cost on Rapid SOS will be paid out of the 911 fund. We have 5 PSAPs that will be early adopters and they will have it first and work through any initial issues with it. There may be paperwork that the PSAPs will be filling out as well.

- Legislation Update – Dave Sankey
 - 911/988 Standards – 911/988 technical standards bill. Discussion on the timeframe and the fact that these two use different equipment and technologies which makes the call transfers more difficult. There needs to be a written standard of how to make 911/988 work collectively. 911/988 along with DHHS are working together to get these done by the end of the year deadline. Two PSAPs in the state, Lincoln 911 and Sarpy County have pilot programs working with 988 to transfer calls between 911 and 988. Discussion on how 988 is funded.

- OSP Connections – 1255/1031 All OSP need to connect IP to the system by January 2026. All OSPs need network connection to get off the routers. Lumen does not currently have an IP point of interconnect deployed in Nebraska. Lumen and the OSP's need to come to an agreement and the PSC can help with resolution if necessary. Discussion on the state law and the FCC order conflicting. The FCC order requires OSP's to connect when the 911 authority indicates they are ready. The OSP's will have 6 months or 12 months, depending on their status, to deliver the calls IP.

- FCC Order – Investigation Requirements – 1256 Outages - carriers must report to the FCC they must also report to the PSC and then the PSC has 90 days to hold a hearing. CTIA successfully exempted wireless carriers.

Miller - The interest from all cash funds put into general fund – changed at this time and is no longer on the table. Discussion on the importance of paying attention when the fund interest is considered for other than 911 things.

- GIS – Christian Nielsen
 - TDMS/MSAG Management – Wayne, Pierce, and Knox Counties all made the transition, working through some issues with Norfolk and Dakota then Dixon with the city of Emerson being in three counties. The NC region will be next.

Discussion on the transitional data Geo MSAG is to replace the Legacy MSAG, there is a need to have a default way of doing things when the fire districts go beyond the County boundary. **After discussion it was decided that the default way of doing this will be to follow GIS management, which typically means county lines.**

- Map with Alternate Numbers – Discussion on the interactive map on the PSC website that has the alternate phone numbers to call for the public during a 911 outage. There are also instructions on how to utilize the interactive map. This started a discussion about allowing 911 PSAPs to use 911 surcharge funds to have cell phones that belong to the center so that call takers can use them to call the public back during an outage when it also effects the administrative lines and not make those calls from their personal cell phones.

Updates - Working Groups

- Operations – Kathy Allen
 - Outage Notification Policy – discussion on the final

Template document and check off lists. Nomination to accept the documents and make it available for PSAPs to use by Rosenlund, seconded by Miller. Vote as follows Holzerland – yes, Kosiba – yes, Loos – yes, Lottman – yes, Miller – yes, Muldoon – yes, Rempe – yes, Rosenlund – yes, Shearer – yes, Thompson – yes, Watson – yes, Zarybnicky – yes, Zaugg – yes, and Allen – yes. Results 14 yes motion carriers.

- Working Group Refresh – Discussion on the status of the working groups some have lost members as their circumstances change and some are no longer on the committee.

- Ad Hoc
 - 988/911 Work Group– Members Loos and Muldoon

will be the chair and vice chair of this group as they both are working pilot programs with 988 already.

- Regulations Work Group – Sara Hulac – There is a need to establish some regulations and to adopt/refresh some regulations for goals with final draft to the PSC with implementation 2026. Discussion on when and how meetings will be held for this group. These are necessary regulations for NG911 and are reported to legislation. Volunteers were Lottman, Rosenlund, and David Collett. With first meeting in 2 weeks via Webex.

New Business -

- Richardson County Request for Connection to the NG 911 System - Discussion on allowing the connection to the NG911 system as a secondary communications center with the City of Falls City remaining the Primary PSAP. Nomination to allow Richardson County to connect to the NG911 system as a secondary communication center and having their communications staff meet all training and standards approved by this committee by Rosenlund, seconded by Miller. Vote as follows Kosiba – No, Loos – No, Lottman – yes, Miller – yes, Muldoon – No, Rempe – No, Rosenlund – Yes, Shearer – yes, Thompson – no, Watson – No, Zarybnicky – abstain, Zaugg – No, Allen – abstain, Holzerland – No. Results 8 No, 4 Yes, 2 Abstain motion does not carry. Director Sankey requests to contact Richardson County and advise them of the committee decision, the committee agrees this should be done.

- Mech Solution Connections – Discussion on the cost difference using the Mech solution. Lottman makes motion to see if the PSC would allow the fund to take on the additional costs for the Mech solution regions. Seconded by Loos. Vote as follows Loos – yes, Lottman – yes, Miller – yes, Muldoon – yes, Rempe – yes, Rosenlund – yes, Shearer – yes, Thompson – abstain, Watson – yes, Zarybnicky – yes, Zaugg – yes, Allen – yes, Holzerland – yes, and Kosiba – yes. Results are 13 yes 1 abstain motion carries.

- 911 Surcharge Recommendation – Discussion on what the surcharge currently is and the costs to the fund. Motion by Shearer to recommend that the current surcharge of .70¢ for the state of Nebraska except for the .50¢ cap for Douglas County to remain the same. Seconded by Miller. Vote as follows Lottman – yes, Miller – yes, Muldoon – yes, Rempe – yes, Rosenlund – yes, Shearer – yes, Thompson – yes, Watson – yes, Zarybnicky – yes, Zaugg – yes, Allen – yes, Holzerland – yes, Kosiba – yes, and Loos – yes. Results 14 yes motion carries.

Member Comments – LB34 – Adopt the property tax growth limitation act, and the school district property tax relief act, and change provisions relating to revenue and taxation. Discussion on 911 not being directly named although 13-320 is named there is no direct 911 distinction.

Public Comments – PSC Commissioner Schram – welcomed back members to the committee along with thanking and welcoming the new members.
PSC Commissioner Kamler via Webex – thanking members for their time and commitment to this committee.

Next Meeting is scheduled for – November 20, 2024, at 1:00 pm in the hearing room at the PSC.

Adjourn – at 3:50 pm by Chair Muldoon